LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH SERVICE AREA 7 QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes

Type of Meeting:	SA 7 QIC	Date: 11/13/2014			
Place:	Providence Community Services 21550 Pioneer Blvd. Suite 110	Start Time:	2:00 P.M.		
Chairpersons:	Lupe Ayala	End Time:	4:00 P.M.		
Members Present:	Caesar Moreno; Alma Bretado; Adrine Bazikyan; Clontarf Manor, Patrick Weston; Michael Pineda; Regina Esparza; Santty Rosales; Jorge Zamora; Joyce Toledo; J.Adrian Chavez; Naga Kasarabada; Vandana Joshi; Marc Borkheim; Laura Solis; Jennifer Mitzner; Sarah Park; Jacklyn Johnson; Joel Solis; Marishia Phillips; Joel Solis; Jen Christy; Gloria Sheppard; Alex Lee; Lupe Ayala				
Agenda Item & Presenter	Discussion and Finding	s	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible	
Welcome & Introductions	Meeting was called to order at 2:00pm		Introductions were made	Lupe Ayala	
Review & Approval of Minutes	Minutes for November 13, 2014 were reviewed.			Lupe Ayala	
MHSIP Survey Training	Dr. Vandana Joshi from Quality Impro Presented the MHSIP training which v received by QIC.		Power point, MHSIP surveys and strategies distributed to members.	Lupe Ayala	

Cultural Competency Update	Service Area 7's Cultural Competency specialist is Marc Borkheim, Ph.D. He shall attend Service Area 7 QIC meetings and provide updates and a plan to integrate the entire department (DMH) to be more culturally competent, sensitive and provide culturally competent services in all programs.	Dr. Mark Borkheim
Program Review	During certification/re-certification site visits, Program Review found some providers did not have the Beneficiary Rights Handbook or Provider Directory in their lobbies or where clients congregate. Patients' Rights is informing the District Chief and Service Area Liaisons to follow up and ensure Medi-Cal Beneficiary Rights are in compliance for all Service Area 7 Providers.	Joel Solis

DMH Updates	Provider Directory – We have a new Provider Directory that can be accessed via computer. Service Area 7 Providers, please submit all changes, deletions, change of addresses, specialities and languages serviced to the Service Area 7 Liaison. The liaisons will make the necessary changes, so your program information shall be up to date.	Lupe Ayala
Request for Change of Provider Policy and Procedure	Service Area 7's District Chief and liaison are monitoring the monthly change of provider logs. Please continue to send your logs to Ted Wilson, Patients' Rights Office. The fax number for Mr. Wilson is (213) 365-248. Please copy Lupe Ayala on the logs you send Mr. Wilson. They shall be forwarded to Ms. Suarez	Service Area 7 will continue to monitor this process.
Next Meeting:	December 9, 2014	
Respectfully Submitted,		
Lupe Ayala, MSW		

Respectfully Submitted,

Lupe Ayala QIC Co-Chair

Kari Thompson QIC Co-Chair

Denise Hernandez QIC Co-Chair